How do I log in to the e-learning platform?

If this is the first time to access any university network, Freshmen must log in to the website
https://joker.uni-mate.hu/index.php?lang=en.The Username is the student's Neptun Code
(MATE ID) and the password constitutes of the letters "Ne" and the 8 digits of the student's
date of birth in the following order: YYYYMMDD (e.g.: Ne19940315.)
After logging in, the pre-set password must be changed. From then on, the Neptun code and
the new password can be used to access university systems including E-learning, e-mail, and
Wi-Fi, and also serves as identification for accessing databases remotely. From time-to-time,
it needs to be renewed. (The password replacement does not affect the Neptun System.)

My password does not work, so I cannot login to the E-learning system.
Passwords need to be renewed every 6 months. Go to https://joker.uni-
mate.hu/index.php?lang=en and renew your password.

I have forgotten my password. How can I retrieve it?
If you have forgotten your password or have problems logging in, you should contact the
MATE IT Directorate at the address helpdesk@uni-mate.hu

I need to change my name in the e-learning system. Whom shall I contact?
If you need to change your name **i**n the e-learning system, you should contact the MATE IT
Directorate at the address helpdesk@uni-mate.hu

**I am away from Hungary in a different time-zone. How can I set my Moodle time-zone
to the one I am actually in, so that I can view my due-dates and activities without
needing to calulate the actual time I need to do something?**

If your are viewing your Moodle account while being abroad in a different time-zone than
Hungary, it may be useful to view your due dates and events in the time zone in which you
are currently located, so that you do not have to make adjustments for time difference each
time reading your timeline. Go to profile settings, and select the country then click on
"Update profile" Don't forget to set it back if you return/move to Hungary.

How do I gain access to a course?
Locate the course by the link given by your instructor or search by course name or Neptun
code. If your teacher has given you an enrolment key, enter it when prompted and click **Enrol
me in this course**. Once you are enrolled in a course, it will appear on your Dashboard under
"My courses" any time that your are logged into the site.

Where can I find all my courses?
After logging in, all courses that you enrolled in, will be listed under "My courses".

I am a student and cannot find the course I need to enroll in. What can I do?

Check your Neptun messages. Your teacher must have sent you all the information needed
through Neptun. You can also search a course by Neptun Code or Course name. When doing
so, you need to do the selection carefully. Check all the details, such as year, semester,

faculty, type of study (full time, part-time), even the teacher's name. If you have doubts, better contact your teacher.

I am a student. I enrolled in a course, but it appears differently to me than it appears to my colleagues. How is this possible?

If you can see other things in a course than what your colleagues see or cannot find stuff mentioned by your teacher, you must have been enrolled in the wrong course, for sure. Check the course's link at the top, and compare it with the one given by the teacher. Each course has a 5 digit identification number, which is included in the link.

I am a student. I enrolled in the wrong course. How can I unenroll from it?

Send email to elearning@uni-mate.hu and ask the administrator to help you unenroll. You must include the link to the course you wish to unenroll from. This works only when you enrolled in a course by mistake and have no activities in it yet. If you completed a course, you are not supposed to unenroll form it at the end or during the semester. It will be available at your Dashboard as long as you are a student at MATE.

How does the link of a course look like?

Example: https://elearning.uni-mate.hu/course/view.php?id=xxxxx , in which "xxxxx" is a five-digit number, unique for each course.

I have questions regarding the use of the E-learning system. Whom shall I contact?

If you have questions regarding the use of the E-learning system, you should contact the e-learning administrators at elearning@uni-mate.hu
If you cannot find a course, you should contact your teacher.
If you cannot log in to the e-learning platform, please contact helpdesk@uni-mate.hu